

	<p align="center"><b>FCT PROPERTY REPAIRS AND MAINTENANCE</b></p> <p align="center">FCT STAFF GUIDE</p> <p>Written by : Head of Business Development  Review Date : Mar 16  Version: 1</p>
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**INTRODUCTION:**

All FCT occupied buildings are currently leased from Fife Council (FC). We therefore have an agreement in place with the Fife Council Property Services whereby depending on the type of repair/ maintenance defines whether it is FCT funded or FC funded:

**FUNDING**

The principles of allocation of funding are in line with Fife Council approach across all its services which can be found on FISH under property services or in the following link [PROPERTY REPAIRS AND MAINTENANCE FUNDING GUIDANCE](#)

**FUNDING SUMMARY:**

In summary the council pay for the majority of property repairs unless directly due to user error or staff error.  
Vandalism is paid for if occurs out of hours however if carried out when property is staffed then it is deemed to be a service FCT cost as could have been prevented.  
All service requests for replacement equipment or amendments out with planned maintenance are costs for the service i.e. FCT  
CCTV repairs and maintenance are the responsibility of FCT.  
FCT are responsible for funding preventative maintenance checks.

**REQUESTING A REPAIR:**

**The detailed information provided on EFORMS to property services determines the billing:**

**It is important ALL** required information is provided at the point of request – i.e.

- If vandalism, did it occur out of hours or during opening hours - SPECIFY
- If fire alarm reset was it due to user error or is there an issue with the system
- is the repair/replacement due to long standing issue
- is the light bulb replacement due to an ongoing electrical fault – if so specify

**LACK OF INFORMATION PROVIDED MEANS FCT MAY BE BILLED INCORRECTLY**

IF YOU NEED HELP PLEASE CONTACT [billy.hanafin@onfife.com](mailto:billy.hanafin@onfife.com) for further assistance

Please ensure if FCT funded that the estimated cost is provided in the works request. If this above your delegated level please get the appropriate level of authorisation – you can find delegated levels on the FCT Intranet under Corporate Service / Finance/ Scheme of Delegation or [here](#)

**MONITORING WORKS:**

If your work has not been supplied please **do not** raise another works request this can result in duplicate billing please contact the helpdesk who will chase up the request on your original request number.

## IS THE REPAIR AN EMERGENCY?

A number of repairs are classified as emergencies and should follow the emergency repair procedure found here [EMERGENCY PROPERTY REPAIRS](#) also on fish.

In summary the following are deemed to be emergencies:

- Glazing:** Any broken panes of glass that are a danger to public and staff.
- Plumbing:** Blocked pipe work if affecting numerous sanitary wear.  
Blocked W.C. etc. to disabled toilet facility.  
If only one W.C. etc. blocked and there is access to others then this is not deemed an emergency.  
Burst pipe work.
- Roof works:** Repairs to leaking roofs if weather and height restrictions allow.  
Loose debris which is likely to fall.
- Electrical:** Flickering lights in an office, classroom etc.  
Broken sockets etc. which may cause a health and safety issue.  
Light out in corridor which maybe a fire escape route or otherwise cause a health and safety issue.
- Heating:** Gas leak – firstly should be reported by client direct to Scottish Gas Networks on **0800111999** and then phoned to helpdesk.  
No heating to whole or part of building.  
Burst pipe work.
- Joinery:** Broken fire door or mechanism which does not operate.  
Anything that could be classed as a trip hazard. Loose threshold plate, torn carpet, etc.

When calling for an emergency repair you must have the following info:

- **Property name**
- **Site Reference Number (SRN)**
- **Room Number**

This info can be found on the building asbestos register.